

Appl. No. 10/691,777
Response dated November 24, 2008
Reply to Office Action of 05/23/2008

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Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of the claims in the application:

Listing of Claims

1. (currently amended) An apparatus comprising:

a storage device in communication with a first geographic area configured to receive and store a plurality of storable representations of interactions between an agent of a business and customers, wherein the business is located in the first geographic area and the storable representations are capable of being analyzed for quality of service in the second geographic area by an analyst, the second geographic area subject to a geographic wage attenuator; and

a report generator configured to generate report data, the report data representing a calibrated determination of quality of service rendered by the agent to the customers; and

a business side console selected from the group consisting of a client agent console, a client supervisor console, and a client manager/executive console, wherein the business side console is operable by the business and the business side console provides access to one or both of the following; the report generator, the storage device.

2. (currently amended) The apparatus of claim 1, further comprising:

a client side console selected from the group consisting of an analyst console, a supervisor console, and a subject matter expert management console, wherein the client side console is operable by the business or the agent and the client side console provides

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access to one or both of the following; the report generator, the storage device communication link to facilitate communications between the first geographic area and the second geographic area.

3. (currently amended) The apparatus of claim 2, further comprising:

a communication link, wherein the communication link can further comprises a satellite.

4. (currently amended) The apparatus of claim 1, wherein an analysis frequency applied to the agent's interactions is selected from the group consisting of at least once per day, and more than once per day, and a statistically relevant sample size based on the requirements of the business.

5. (previously presented) The apparatus of claim 1, wherein at least one of the agent's interactions per day is analyzed for quality of service.

6. (original) The apparatus of claim 1, wherein the report data further comprises:
an agent performance element that could be performed even better.

7. (original) The apparatus of claim 6, wherein the report data further comprises:
an agent performance element that was well performed.

8. (original) The apparatus of claim 1, wherein the report data further comprises:

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a training tip for the agent based on analyzing the agent's interactions.

9. (original) The apparatus of claim 4, further comprising:

a data base comprising a plurality of report data collected from the agent.

10. (original) The apparatus of claim 5, further comprising:

a data base comprising a plurality of report data collected from the agent.

11. (original) The apparatus of claim 1, wherein an interaction comprises a telephone call.

12. (original) The apparatus of claim 1, wherein an interaction comprises an email message.

13. (original) The apparatus of claim 1, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South Africa, Swaziland, Tanzania and the Philippines.

14. (original) The apparatus of claim 1, wherein the first geographic area is the United States of America and the second geographic area is external to the United States of America.

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15. (original) The apparatus of claim 1, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Argentina, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama and Uruguay.

16. (original) The apparatus of claim 1, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

17. (currently amended) The apparatus of claim 1, wherein a debit or a credit is transferred in exchange for analysis of an interaction by the analyst in the second geographic area calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.

18. (previously presented) A method comprising:

receiving a storable representation of an interaction between an agent of a business and customers wherein the business is located in a first geographic area;

providing the storable representation to an analyst, in the second geographic area, to determine quality of service provided to a customer by the agent wherein the second geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service; and

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generating report data associated with the calibrated determination of quality of service.

19. (original) The method of claim 18, further comprising:

transmitting the storable representation to the second geographic area.

20. (previously presented) The method of claim 18, wherein the analyzing occurs at a frequency that requires at least one of the agent's interactions per day to be analyzed for quality of service.

21. (original) The method of claim 18, further comprising:

informing the agent of at least one agent performance element that could be performed even better.

22. (original) The method of claim 18, further comprising:

notifying the agent of at least one agent performance element that was well performed.

23. (original) The method of claim 18, further comprising:

providing a training tip for the agent based on the analyzing.

24. (currently amended) The apparatus of claim 18, further comprising:

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~~transferring a debit or a credit in exchange for analysis of the interaction by the analyst in the second geographic area wherein, a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.~~

25. (previously presented) An apparatus comprising:

a receiver in communication with a first geographic area, the receiver configured to receive a plurality of interactions between an agent of a business and customers, wherein the business is located in the first geographic area, a subset of the interactions are capable of being analyzed for quality of service in the second geographic area by an analyst in approximately real-time, the second geographic area is subject to a geographic wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service; and

a report generator configured to generate report data, the report data indicating a calibrated determination of the quality of service rendered by the agent to the customers after the agent's performance is analyzed by at least one analyst.

26. (original) The apparatus of claim 25, further comprising:

a communication link to facilitate communications between the first geographic area and the second geographic area.

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27. (original) The apparatus of claim 26, wherein the communication link further comprises a satellite.

28. (currently amended) The apparatus of claim 25, wherein an analysis frequency applied to the agent's plurality of interactions is selected from the group consisting of at least once per day, and more than once per day, and a statistically relevant sample to the business.

29. (previously presented) The apparatus of claim 25, wherein at least one of the agent's plurality of interactions per day is analyzed for quality of service.

30. (original) The apparatus of claim 25, wherein the report data further comprises:
an agent performance element that could be performed even better.

31. (original) The apparatus of claim 30, wherein the report data further comprises:
an agent performance element that was well performed.

32. (original) The apparatus of claim 25, wherein the report data further comprises:
a training tip for the agent based on analyzing the agent's plurality of interactions.

33. (original) The apparatus of claim 28, further comprising:
a data base comprising a plurality of report data based on the agent.

34. (original) The apparatus of claim 29, further comprising:

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a data base comprising a plurality of report data based on the agent.

35. (original) The apparatus of claim 25, wherein an interaction comprises a telephone call.

36. (original) The apparatus of claim 25, wherein an interaction comprises an email message.

37. (original) The apparatus of claim 25, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South Africa, Swaziland, Tanzania and the Philippines.

38. (original) The apparatus of claim 25, wherein the first geographic area is the United States of America and the second geographic area is external to the United States of America.

39. (original) The apparatus of claim 25, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Argentina, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama and Uruguay.

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40. (original) The apparatus of claim 25, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

41. (currently amended) The apparatus of claim 25, wherein ~~analysis of an interaction by the analyst in the second geographic area results in the transfer of a debit or a credit a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.~~

42. (previously presented) A method comprising:

monitoring an interaction between an agent of a business and customers wherein the business is located in a first geographic area;

analyzing the interaction, in a second geographic area by an analyst, to determine the quality of service provided to a customer by the agent wherein the second geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service; and

generating report data associated with the calibrated determination of quality of service.

43. (previously presented) The method of claim 42, wherein the analyzing occurs at a frequency that requires at least one of the agent's interactions per day to be analyzed for quality of service.

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44. (original) The method of claim 42, wherein the interaction consists of at least one of voice and data associated with the interaction.

45. (original) The method of claim 42, further comprising:

informing the agent of at least one agent performance element that could be performed even better.

46. (original) The method of claim 45, further comprising:

notifying the agent of at least one agent performance element that was well performed.

47. (original) The method of claim 42, further comprising:

providing a training tip for the agent based on the analyzing.

48. (currently amended) The apparatus of claim 42, further comprising:

~~transferring a debit or a credit in exchange for analysis of the interaction in the second geographic area wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.~~

49. (previously presented) An apparatus comprising:

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a storable representation of a service call arising between an agent of a business and a caller in a first geographic area;

a communication link to transfer the storable representation to a second geographic area; and

a storage device coupled with the communication link, to store the storable representation wherein the storable representation is capable of being analyzed for quality of service in the second geographic area by an analyst the second geographic area is subject to a geographic wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service rendered by the agent during the service call.

50. (previously presented) The apparatus of claim 49, wherein at least one of the agent's calls per day is analyzed for quality of service in the second geographic area.

51. (previously presented) The apparatus of claim 50, wherein analyzing for quality of service includes scoring the agent according to predefined criteria.

52. (original) The apparatus of claim 51, wherein predefined criteria includes scoring the agent according to criteria developed by sampling agent performance at least once a day on a substantially continuing basis.

53. (currently amended) The apparatus of claim 51, wherein ~~the business is to transfer a debit or a credit in exchange for analyzing the service call by the analyst in the second geographic area a calibration selected from the group consisting of an internal calibration, a~~

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client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.

54. (previously presented) A method comprising:

receiving a storable representation of a service call between an agent of a business and customers wherein the business is located in a first geographic area;

providing the storable representation to an analyst, in the second geographic area, to determine quality of service provided to a customer by the agent wherein the second geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service;

utilizing wage attenuation to reduce a cost of analyzing the service call in the second geographic area relative to the cost of analyzing the call in the first geographic area; and

generating report data associated with the calibrated determination of quality of service.

55. (currently amended) The method of claim 54, wherein the analyzing occurs at a frequency that requires at least one of the agent's service calls per day to be analyzed for quality of service.

56. (original) The method of claim 55, wherein the service call consists of voice and data associated with the service call.

57. (original) The method of claim 56, further comprising:

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notifying the agent of at least one agent performance element that was well performed; and

informing the agent of at least one agent performance element that could be performed even better.

58. (original) The method of claim 57, further comprising:

providing a training tip for the agent based on the analyzing.

59. (currently amended) The apparatus method of claim 58, further comprising:

~~transferring a debit or a credit in exchange for analysis of the service call in the second geographic area wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.~~

60. (currently amended) A data base comprising:

report data corresponding to analyzed service calls between an agent and customers, wherein the agent's performance is analyzed at least once a day and analysis of the services calls proceeds on a substantially continuing basis over a period of time.

61. (currently amended) The apparatus of claim 60, wherein analysis of the service calls is performed by analysts and a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit

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has been applied to the analysts to facilitate a calibrated determination of quality of service

rendered by the agent. report data further comprises:

an agent performance element that was well performed.

62. (currently amended) The apparatus of claim 60, wherein the calibration reduces deviations between individual analyst's to a value selected from the group consisting of approximately three percent (3%), approximately five percent (5%), a value specified by the business report data further comprises:

an agent performance element that could be performed even better.

63. (currently amended) The apparatus of claim 60, wherein report data further comprises:

an element selected from the group consisting of a training tip for the agent based on analyzing the agent's interaction with a customer during the service call, an agent performance element that could be performed even better, and an agent performance element that was well performed.

64. (previously presented) A computer readable medium containing executable computer program instructions, which when executed by a data processing system, cause the data processing system to perform a method comprising:

receiving a storable representation of a service call between an agent of a business and customers wherein the business is located in a first geographic area;

playing the storable representation, in a second geographic area, for an analyst to determine the quality of service provided to a customer by the agent wherein the second

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geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service; and

generating report data associated with the calibrated determination of quality of service.

65. (previously presented) The computer readable medium of claim 64, wherein the analyzing occurs at a frequency that requires at least one of the agent's service calls per day to be analyzed for quality of service.

66. (original) The computer readable medium of claim 65, wherein the service call consists of voice and data.

67. (original) The computer readable medium as set forth in claim 66, the method further comprising:

notifying the agent of at least one agent performance element that was well performed; and

informing the agent of at least one agent performance element that could be performed even better.

68. (currently amended) The computer readable medium of claim 67, the method further comprising:

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~~transferring a debit or a credit in exchange for analysis of the service call in the second geographic area wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.~~

69. (previously presented) An apparatus comprising:

a processor;

a reader coupled with the processor; and

a computer readable medium containing executable computer program instructions, which when executed by the apparatus, cause the apparatus to perform a method comprising:

receiving a storable representation of a service call between an agent of a business and customers wherein the business is located in a first geographic area;

playing the storable representation, in a second geographic area, for an analyst to

determine the quality of service provided to a customer by the agent wherein the second geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service;

and

generating report data associated with the calibrated determination of quality of service.

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70. (previously presented) The apparatus of claim 69, further comprising:

a data display configured with the processor to facilitate determining the quality of service of the service call; and

a data input device configured with the processor to accept input from an analyst, wherein the input is part of the report data.

71. (original) The apparatus of claim 69, wherein the data input device is selected from the group consisting of a computer mouse, a pointing device, a keyboard, and a microphone.

72. (original) The apparatus of claim 69, wherein the service call consists of voice and data.

73. (previously presented) The method of claim 18, wherein the analyst is trained until the analyst's agent score reaches a predetermined deviation from another measure of the agent score.

74. (previously presented) The method of claim 73, wherein the analyst has been trained with a method selected from the group consisting of an internal calibration, a client calibration, and a random quality audit.

75. (previously presented) The method of claim 20, further comprising:

using a higher frequency to accelerate the training of the analyst.

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76. (previously presented) The method of claim 75, wherein the higher frequency is approximately six times per day.

77. (new) The method of claim 76, wherein an internal calibration, a client calibration, an autonomous transaction simulation, and a quality audit are applied during an analyst's training period to accelerate the training of the analyst.